

This Computes!



Department of Health Services, Children's Medical Services Network (CMS Net) - Information Bulletin # 13



New Feature for This Computes!

"In case you were wondering . . ."

Q: Why is the field on the Registration screen called "Phone Notes" required if there is not a phone number for the client/family.

A: Phone contact is an important piece of contact information for CCS clients and their families. When a phone number is not available, CMS Net provides users the ability to include comments describing why there is no telephone number (1). Phone Notes can also be comments about the phone number (2).

Examples:

(1)

PH:

WK1: WK2:

Phone Notes: Phone temporarily disconnected.

(2)

PH: 916-327-2271

WK1: WK2:

Phone Notes: Message phone.

Q: When do you mark the Patient Address Verification and Primary Address Verification with a "C"?

A: The only time you would put a "C" in this field is if MEDS rejected the address as invalid AND CCS has verified the address is correct.

There are two ways the CCS office can determine whether the address is "invalid".

- A MEDS alert (either on paper or via MEDS screens).
- The family notifies the CCS worker they have not received a BIC card.

How do you verify the address is correct? The CCS worker should compare the address in CMS Net and MEDS. If the addresses are not the same, verify and correct one of the addresses, checking with the family if necessary. If the CMS Net address is incorrect, make the update in CMS Net. If the CMS Net address is correct, contact the county Medi-Cal Eligibility worker to have them make the updates to MEDS.

Finally, if both addresses are the same AND you have gone through the verification process, mark the address verification code of "C" ONLY and save the transaction.

To submit questions/ideas for a future "In case you were wondering. . ." features, contact the CMS Net Help